

W-02250A-14-0028

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116534

Date: 6/3/2014

Arizona Corporation Commission

DOCKETED

JUN 19 2014

Complaint Description: 08A Rate Case Items - Opposed
04D Service - Not Working

First:

Last:

Complaint By: Jimmy & Sharon

Baldwin

DOCKETED BY

nr

Account Name: Jimmy & Sharon Baldwin

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sanders

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

June 2, 2014

Park Estate (Arizona Windsong Realty Inc) ISSUES:

To Whom this may concern:

We have been residences of Arizona Park Estates for 26 years. We have been customers of Arizona Windsong Water Company for 26 years.

For the last 4 years OR SO, this company has been at it's worst. We have nothing but disappointment from this company that was run by late Pat Pausell and now his widow Lilly Pausell.

Here is a list of disappointments: WHEN LATE PAT PAUSELL WAS STILL ALIVE.

- LOW WATER PRESSURE
- CUSTOMERS ARE NEVER NOTIFIED OF WHEN WATER IS GOING TO BE SHUT OFF FOR MAINTENANCE WORK ON THE WELL.
- CUSTOMERS WERE NOT NOTIFIED WHEN CONSTRUCTION COMPANY HAD TO REPAVE 191 NORTH-SANDERS (WATER LINE RAN UNDERNEATH 191 HIGHWAY IN SANDERS) THAT AZ WINDSONG WAS GOING TO SHUT OFF WATER SO CONTRACTORS CAN REPAVE SURFACE.
- VERY POOR CUSTOMER SERVICE.
- BILL ARRIVES BEFORE THE MONTH IS OVER, HOW COULD THEY BILL US FOR THE WHOLE MONTH.
- WHAT METER ARE THEY GOING OFF OF, BECAUSE WE DO NOT SEE A METER ANYWHERE.
- THEY ARGUE WITH CUSTOMERS
- 1 TIME WE HAD A LEAK CLOSE TO OUR HOUSE (ON A WEEKEND) THIS WAS DURING WINTER, WE CONTACTED THE PAUSELL'S TO SEE IF THEY CAN TURN OFF OUR WATER SO WE CAN REPAIR IT, THEY TOLD US THEY WERE OUT OF TOWN WE WOULD HAVE TO TAKE CARE OF IT WHEN THEY COME BACK INTO TOWN. WE COULDN'T WAIT BECAUSE IT WAS GOING TO CAUSE MORE DAMAGE AND WE HAD NO WATER. WE TURNED OFF THE WATER OURSELVES, THE PAUSELL'S CHARGE US: TURN

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OFF FEE, TURN ON FEE, WEEKEND FEE, AFTER HOUR FEE, CONTACTING THEM FEE, CURRENT WATER BILL AND NEXT WATER BILL FOR THE FALLING MONTH. IT WAS AN OUTRAGOUS BILL!! I ASKED WHY MY BILL IS SO MUCH, THEY TOLD ME, IT'S YOUR FAULT! SO WE HAD NO OTHER CHOICE TO PAY IT.

- IF YOU CALL THEM BY LANDLINE OR CELL PHONE, JUST TO FIND OUT WHAT'S THE STATUS OF THE WATER PRESSURE, THEIR VERY CONFRONTATION AND ARGUE WITH YOU, AND HANG UP THE PHONE ON YOU.

HERE ARE DISAPPOINTMENTS WITH LILLY PAUSELL, SINCE PAT PAUSELL PASSED AWAY.

- VERY AGRUMENTALLY
- SHE WILL HANG UP THE PHONE ON YOU.
- AS FAR AS I KNOW METER IS PROBABLY NOT BE READ
- SEND OUT BILL BEFORE THE MONTH IS OVER
- SHE KEEPS HER GATE LOCK
- NO COMMUNICATION ON HER PART
- NO WATER ALL DAY
- VERY LOW PRESSURE, WE CAN'T TAKE SHOWER/USE THE TOILET MAJORITY OF THE TIME NOW!!
- WE NOW HAVE TO HALL WATER FROM OUTSIDE SOURCE.
- WE PAY OUR BILL ON TIME, MY CHECK GETS POSTED THE VERY NEXT BUSINESS DAY. WHERE IS THE MONEY GOING TO HER OR PHX?
- WHEN IS THE WELL/PUMP GOING TO GET FIXED?
- SHOULD WE NOTIFY BETTER BUREAU BUSINESS- FOR HIGH MONTHLY WATER BILL FOR WATER THAT WE CAN'T USE.
- SHOULD WE NOTIFY HEALTH DEPARTMENT? FOR UNSANITARY CONDITIONS WE ARE STARTING TO LIVE IN MEANING NO WATER!!
- SHOULD WE GET A PETITION GOING TO GET NTUA (NAVAJO TRIBE UTILITY AUTHORITY) TO RUN THEIR WATER LINE THROUGH OUR COMMUNITY?
- I CALLED LILLY REGARDING WATER ISSUES, SHE TOLD ME I WAS USING UP HER MINUTES ON HER CELL PHONE AND HUNG UP ON ME. VERY UNPROFESSIONAL
- VERY UNPROFESSIONAL BUSINESS ARIZONA WINDSONG REALITY WATER COMPANY IS
- WHERE IS OUR BILL GOING TO? SHOULDN'T THE BILL THAT WE PAY GO TOWARDS FIXING THE WELL/PUMP?

A VERY DISAPPOINTING SET UP WE HAVE WITH ARIZONA WINDSONG WATER COMPANY. VERY UNPROFESSIONAL.

NOT TO MENTION THE PAUSELL'S HAVE THEIR OWN WELL IN THEIR LOT, SO LILLIE NOR WAS PAT CONCERN ABOUT CUSTOMERS NOT HAVING WATER AT ALL BECAUSE THEY HAVE WATER. THEY OR NOW LILLY IS NOT CONCERN REGARDING CUSTOMERS IN ARIZONA PARK ESTATE RESIDENTIAL AREA.

JIMMY AND SHARON BALDWIN

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02250A-14-0028

End of Comments